
Quality Matters

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Quality Assurance Department

New Rules Now In Effect

Twenty-two new ODMRDD rules recently went into effect across the state. Depending upon the type of services your agency provides, some of these rules may pertain to how you do business. Below are the highlights

of the new Homemaker/Personal Care, Day Habilitation Services, and Service Delivery Documentation rules.

To view the complete text of these rules, as well as all other new and current rules, please consult the ODMR/DD website at www.odmrdd.state.oh.us. For questions regarding applications of the rules highlighted below, contact Charlie Stenken, Assistant Director of Quality Assurance, at (513) 587-7280.



Homemaker/Personal Care (HPC)

The new Homemaker/Personal Care (HPC) rule, [Ohio Administrative Code (OAC) 5123:2-13-04] became effective on July 1, 2005. All providers must ensure that staff providing HPC services meet all of the requirements in the rule, including the following new training requirements:

- Initial and annual training in individual rights and incidents adversely affecting health and safety.
- At least eight hours of continuing education/training annually, based upon the staff person's date of hire.
- The provider shall ensure that at least one person with a valid certification in CPR is present when an individual is receiving HPC services.
- All training must be documented including: staff name; date, length and topic of training; instructor's name (if applicable); and a brief description of content.

Learning For Life

Are the individuals you are serving looking for fun and interesting learning opportunities? They may be interested in Learning for Life, a series sponsored by the HCBMRDD Training Department and several provider agencies.

Learning for Life is a series of four separate learning sessions, which are offered each quarter. Enrollees do not have to attend each session; they can choose as many sessions as they are interested in. The topics change each year, based on the interests expressed by the individuals. Staff from a variety of agencies volunteer to conduct the sessions. The classes are held at varying locations in different parts of the county in an attempt to make the sessions as accessible as possible.



The topics for the 2005 sessions were:

1. **Speak Out: Speak Up** - helps individuals communicate to others what is important to them.
2. **Keep your Cool: Anger Management** - helps individuals learn to deal with their anger.
3. **Fearless Factor: Community Safety** - teaches individuals how to be safer in the community.
4. **Just Play It: Fun With Games** - individuals will learn to play games, such as dominoes, checkers, and Bingo.

Training topics for 2006 will be determined shortly. If any of the individuals you serve are interested in attending fun and informative classes such as these, please contact Laura DeVries, the HCBMRDD Training and Development Coordinator, at (513) 587- 7379. She will be able to provide further details and registration information. All sessions are free.

We are also looking for agencies to provide space and host Learning for Life classes. If your agency is willing to host a session, please contact Laura DeVries.

MUI Facts



Did you know

- MUIs must be reported to the MUI unit within 24 hours of occurrence. But, remember that abuse, neglect, rights violations and misappropriation must be immediately reported.
- Once is not enough when it comes to training staff on MUIs and reporting procedures. Initial and annual training of staff is required.
- There is a video and PowerPoint presentation available for training individuals about abuse/neglect and reporting MUIs.
- The incident report written by staff is not considered a witness statement. A separate, written statement must be obtained as well.
- Good, effective prevention plans are an excellent deterrent to future MUIs.
- Thanks to efficient work by the MUI investigative agents and very good cooperation from providers, Hamilton County has one of the best records in the state (96% of the time) for successfully closing investigations within the established timeframes.

Bedbugs are Back



Bedbugs are making a comeback across the United States and in the Cincinnati area. Bedbugs are most frequently found in dwellings with a high rate of occupant turnover such as hotels, dormitories, and apartment complexes. They are “hitchhikers” that can be carried into a home in suitcases, used furniture, or clothing. They are usually not a sign of poor hygiene or bad housekeeping.

A critical first step to controlling bedbugs is identification of this pest. Adult bedbugs are brown to reddish-brown, flattened and about 1/5 inch long. Their flat shape allows them to hide in cracks and crevices. Bedbugs are fast moving creatures that are nocturnal blood feeders. Tell tale signs of infestation are rusty looking spots on sheets and mattresses. On a person, you may observe bug bites that appear small, hard and white.

These bug bites may cause severe itching and scratching which can lead to infection. Bedbugs are not known to transmit disease.

Control of bed bugs requires help from a licensed pest control professional. If you suspect you or the individuals you serve have a problem with bedbugs, ask the pest control company you contact if they have a management plan for bedbugs. This will involve a thorough inspection, recommendations on what to do to prepare for pesticide treatments, and information on preventative measures such as cleaning, vacuuming, and repairing cracks in walls.

With a lot of patience and an ongoing effort, these pests can be controlled.

Consult with Someone Who Has Been There

Is your agency looking to develop a system that produces better quality results in a particular area? No need to reinvent the wheel. Below is a list of agencies that have developed some “best practice” systems and have volunteered to offer their assistance to others.

Service Documentation

Support Care
Julian Robb 942-4555

RMS of Ohio
Paul Kaifas 841-0990

Ohio Valley Residential
April Long 281-6800

Medical History Documentation

LADD
Cindy Gartenman 861-5233

Accounting of Individual Funds

Community Supports
Chris Morehouse 771-9333

Halom House
Jamie Steele 761-3008



Infection Control: What's "GLOVES" got to do with it?

A question that comes up periodically at health and safety training sessions is, "If staff cannot be told that an individual has an infection such as HIV because of confidentiality laws, how are we to protect ourselves?" The short answer, of course, is universal precautions.

Reviewing universal precautions with staff on an annual basis is an important way to help keep staff healthy and safe. Part of this involves instruction in the proper use of gloves when working in possible exposure situations. Gloves should be used in any exposure situation. When you are done with the task, remove your gloves and dispose of them properly.



Take this simple quiz below and test your knowledge regarding the use of gloves.

1. You should wash your hands after you take gloves off. **True or False**
2. After you apply a foot cream wearing gloves, you do not need to change these gloves to give eye drops. **True or False**
3. You should change gloves before assisting a different individual. **True or False**
4. Always dispose of gloves properly. **True or False**
5. If you have any questions about your universal precaution policy, ask your supervisor. **True or False**

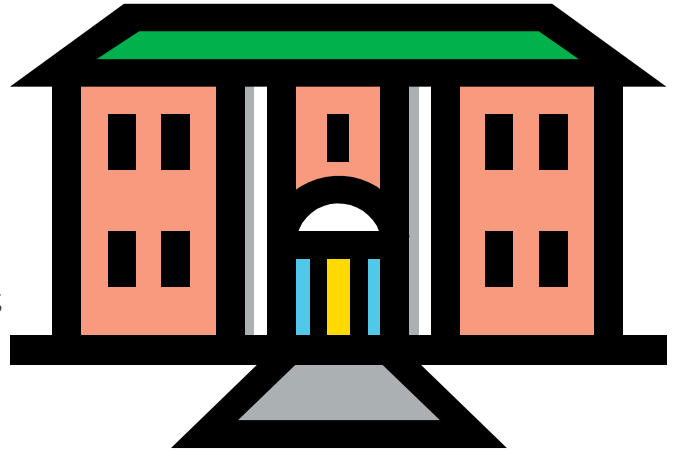
Answers:

1. You should wash your hands when you take gloves off because gloves may have little holes in them that you cannot see. Plus, some gloves have powder in them. Make sure you wash your hands. **True.**
2. After you are done with each task, change your gloves. If you are administering topical routes of medicines, think "clean to dirty." The eye drops could be given first using gloves, then change the gloves to apply foot cream. Always, take gloves off and wash your hands before recapping tubes or documenting care rendered. **False.**
3. Never wear the same gloves for different individuals, gloves should be changed in between people and health related tasks. **True.**
4. Learn the proper way of taking gloves off. Dispose of into a lined garbage can. Wash your hands after removing your gloves. **True.**
5. Your universal precaution policy should guide you to stay safe with gloves at work. **True.**

Day Habilitation Services

The rule defining Day Habilitation Services (OAC 5123:2-9-10) provides a basic definition for this service and enumerates provider requirements. Most of the requirements are familiar to providers of day services, but a few are worth highlighting. Providers of Day Habilitation Services must ensure that:

- There is at least one staff person with valid certification in CPR present when an individual is receiving services;
- All staff receive initial training in individuals' rights and initial and annual training in MUI/UI reporting;
- Staff involved in providing behavior supports have been trained regarding implementation of the individual's behavior support plan;
- Any behavior support plan being implemented by the provider is included in the individual's My Plan.
- All training must be documented including: staff name; date, length and topic of training; instructor's name (if applicable); and a brief description of content.



Service Delivery Documentation

On September 30, 2005, a new service delivery documentation rule (OAC 5123:2-9-05) became effective for all services funded by Home and Community Based Services waivers. The documentation requirements apply to HPC and Day Habilitation services under either the IO or Level 1 waivers, as well as other waiver-funded services. All components of the documentation are required in order to validate Medicaid reimbursement. The rule states that any reimbursements made to providers for services that are not documented in accordance with this rule may be recoverable.

Some of the new documentation requirements include:

- The Medicaid number of the individual and the provider's identifier/contract number;
- Type of service, including for HPC, specification of whether the service is routine, on-site/on-call, or level one emergency;
- Number of units of the delivered services or continuous amount of uninterrupted time during which the service was provided;
- Group size in which the services were delivered;
- Arrival and departure times of the service provider's visit to the individual's location or of the individual's visit to the provider's location;
- A notation made at least monthly indicating the response to the services delivered;
- Please consult the rule for a complete listing of all required elements.





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Within the heart of each community, everyone belongs.

Visit us on the web at
www.hamilton-co.org/mrdd

Quality Matters is a publication of the Quality Assurance Department at the Hamilton County Board of MR/DD. For comments and suggestions, please send emails to:
charles.stenken@hamilton-co.org

Health and Safety Fair

The Hamilton County Board of MR/DD sponsored a health fair for individuals with disabilities, those who support them, and anyone who wanted to learn more about community health and safety issues. The more than 150 people who attended left with some “hands on experience” that they could put into practice when they returned



to their home, school or work. The fair took place on Thursday, October 13th at the Drake Center. Special thanks to each of the sponsoring agencies who hosted a booth at the fair. The health and safety fair takes place each October. Health and safety related trainings are also held monthly at Northside. For further information, contact the Board’s Health Educator, Cindy Noeth, RN, at 587-7269.